

28 December 1955

MEMORANDUM FOR: Director of Personnel

SUBJECT : Proposed Seminar for Administrative
Officers or their Representatives

1. At the present time this Division is understaffed so that it is very difficult to be maintained on an absolutely current basis. Therefore, certain backlogs have accumulated.
2. Since it appears impossible to obtain additional personnel, it follows that we must take any necessary steps to streamline our present working operations in addition to eliminating all additional correspondence possible between this office and field personnel by means of further instructing the administrative officers for the various component parts of the Agency, these being the ones responsible for guiding the preparation and submission of all applications and claims.
3. With this in mind this office proposes, some time in late January or early February, to hold a seminar at Curle Hall to be attended by all of the administrative officers (or their designated representatives) located in the vicinity. At the seminar an agenda would be followed providing for talks, as well as question periods, on the various phases of our own internal operating procedures insofar as they concern and are affected by actions taken or not taken by these administrative officers. It is planned that the discussion periods would cover the main topics wherein the seemingly unnecessary correspondence mentioned above occurs. Such topics could be how to prepare applications for hospitalization or life insurance, how to submit claim requests in the proper form and dissemination of information to various personnel under their jurisdiction, these topics being presented by the actual people working with them.

[CONFIDENTIAL]